

Position Description

Position title	Virtual Care Analyst (EMR/Platforms)
Department / Division	Virtual Care / Digital & Allied Health
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Director Virtual Care
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C – Works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently.

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all children thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
The Virtual Care program sits within the Allied and Digital Health Division. The Allied and Digital Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance

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ROLE PURPOSE

The Virtual Care Analyst is responsible for the hands-on configuration, testing, deployment and support of virtual care platforms, primarily the RCH Patient Portal and associated telehealth and remote monitoring tools, in support of the Stage 1 Virtual Care Hub program. The role works collaboratively with clinical divisions, the EMR team, the Senior Analyst and the Project Manager to implement virtual care capabilities that improve access, timeliness and quality of care for children and families.

The Virtual Care Analyst also supports end-user adoption, maintains system and training documentation, and contributes to the evidence base for sustainable virtual care practice by supporting data collection against the KPIs outlined in the RCH Foundation grant.

KEY ACCOUNTABILITIES

Platform Configuration & Application Support

- Configure, build, test and deploy virtual care capabilities within the RCH Patient Portal, including virtual specialist clinic appointments, GP e-consult workflows, pre-visit questionnaires, remote symptom monitoring modules and automated escalation pathways.
- Perform analysis of clinical workflows, enhancement requests and technical issues associated with virtual care platforms and develop functional solutions that reflect an in-depth understanding of user requirements.
- Actively monitor, investigate and resolve incidents and service requests related to virtual care platforms, providing responsive day-to-day support to clinical teams and end users.
- Coordinate the review and deployment of platform updates and system upgrades, including review of release notes, build, testing and identification of training and workflow impacts.
- Design, validate and confirm any new or changed system functionality with impacted clinical stakeholders before deployment.
- Perform system testing, including development and maintenance of test plans, test scripts, execution of testing, and remediation of identified issues.
- Maintain accurate and up-to-date system, training and support documentation for all virtual care platform configurations.
- Serve as a systems subject matter expert (SME) for virtual care platform functionality within your area of responsibility, providing troubleshooting guidance and process expertise.

Stakeholder Management and Communication

- Build and maintain productive working relationships with clinical divisions, nursing, allied health, the EMR team and Digital Innovation colleagues to ensure platform configurations align with clinical requirements and strategic directions.
- Facilitate end-user workshops and software demonstrations to assess functionality, gather workflow requirements and inform design decisions.

- Communicate and collaborate with users to ensure platform solutions are designed to meet clinical service and business requirements.
- Present technical concepts in simple and understandable terms to both technical and non-technical audiences.
- Maintain regular communication with the Virtual Care Senior Analyst Lead, flagging technical issues, risks and escalation requirements promptly.
- Support consumer and community engagement activities to ensure virtual care tools are accessible and usable by diverse patient populations, including those from rural and regional areas.

Adoption, Training and Workforce Capability

- Support the embedding of virtual care tools as routine care within Specialist Clinics and other clinical settings, contributing to the virtual care adoption and change management strategy.
- Identify required changes and update training materials, quick reference guides and training environments as virtual care platforms evolve.
- Collaborate with adoption managers, clinical trainers and the Project Manager to identify and manage changes to user workflows or training curricula.
- Deliver virtual care platform training to clinical end users when required, including telehealth consultation tools, Patient Portal features and remote monitoring workflows.
- Contribute to the development and review of clinical governance and information management resources, including patient consent frameworks and data privacy guidance.

Quality, Reporting and Administration

- Support data collection and reporting against KPIs outlined in the RCH Foundation grant, including Patient Portal adoption rates, e-consult volumes, appointment DNA rates and waitlist metrics.
- Contribute to quality improvement activities, identifying opportunities to improve platform usability, workflow efficiency and clinical outcomes.
- Assist with coordination of system outage planning, platform upgrades and business continuity activities for virtual care platforms.
- Maintain accurate records of incident resolution, enhancement requests and project milestones to support grant acquittal and program reporting.
- Critically review design documents and specifications, contributing to the accuracy and completeness of virtual care platform builds.
- Other duties as directed consistent with the employee's skill level and classification.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a related field (e.g. Health Informatics, Information Technology, or equivalent) and/or relevant industry experience in a digital health or ICT role.
- Experience in the configuration, build and support of enterprise digital health platforms or information systems.
- Experience working in or alongside healthcare services, with an understanding of clinical workflows and patient-centred care principles.

Desirable:

- Experience with Epic EMR, Epic MyChart or the RCH Patient Portal (or equivalent consumer-facing digital health platform).
- Experience in telehealth platform support, remote monitoring tools or virtual care program delivery.
- Epic certification or equivalent EMR experience (minimum 1–2 years).
- Familiarity with HL7, FHIR or health data interoperability standards.
- Knowledge of the Victorian Virtual Care Strategy or National Digital Health Strategy 2023–2028.
- Experience delivering training to clinical end users in a hospital environment.

KEY SELECTION CRITERIA

- Demonstrated experience in the configuration, build and support of digital health platforms or enterprise information systems in a healthcare setting.
- Strong understanding of clinical workflows and the ability to translate user requirements into practical, well-tested system configurations.
- Proven analytical and problem-solving skills, with a proactive approach to identifying and resolving technical issues.
- Excellent stakeholder engagement and communication skills, with the ability to liaise effectively with both clinical and technical colleagues.
- Demonstrated ability to produce high-quality technical documentation, test plans and training materials.
- Track record of delivering quality work within time-limited programs and managing competing priorities effectively.
- Commitment to patient-centred care, equity and accessibility, particularly for children and families in rural and regional communities.
- Adaptable to change and ability to learn new platforms and technical skills quickly in a fast-moving program environment.
- Proven ability to work collaboratively in a multidisciplinary team environment.
- Strong analytical and problem-solving skills with meticulous attention to detail.
- Excellent written and verbal communication skills, including the ability to produce clear technical and user-facing documentation.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence

- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTIQI community and people with disability.

Position description last updated

May 2026